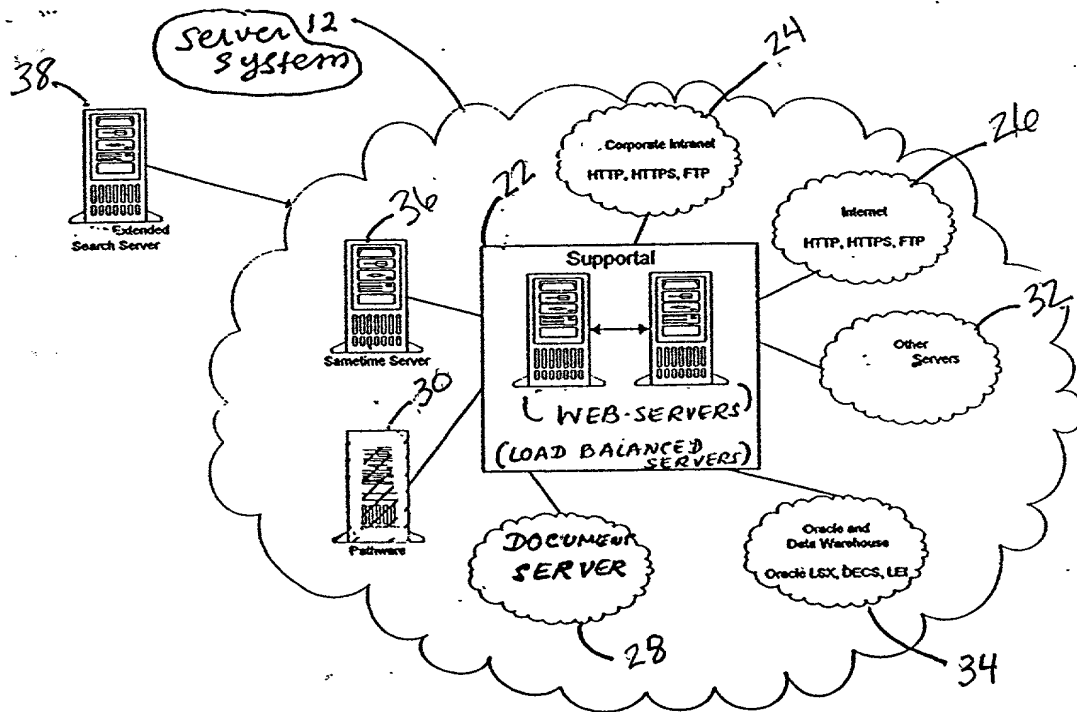


FIGURE 1

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FIGURE 2



FOOTNOTES

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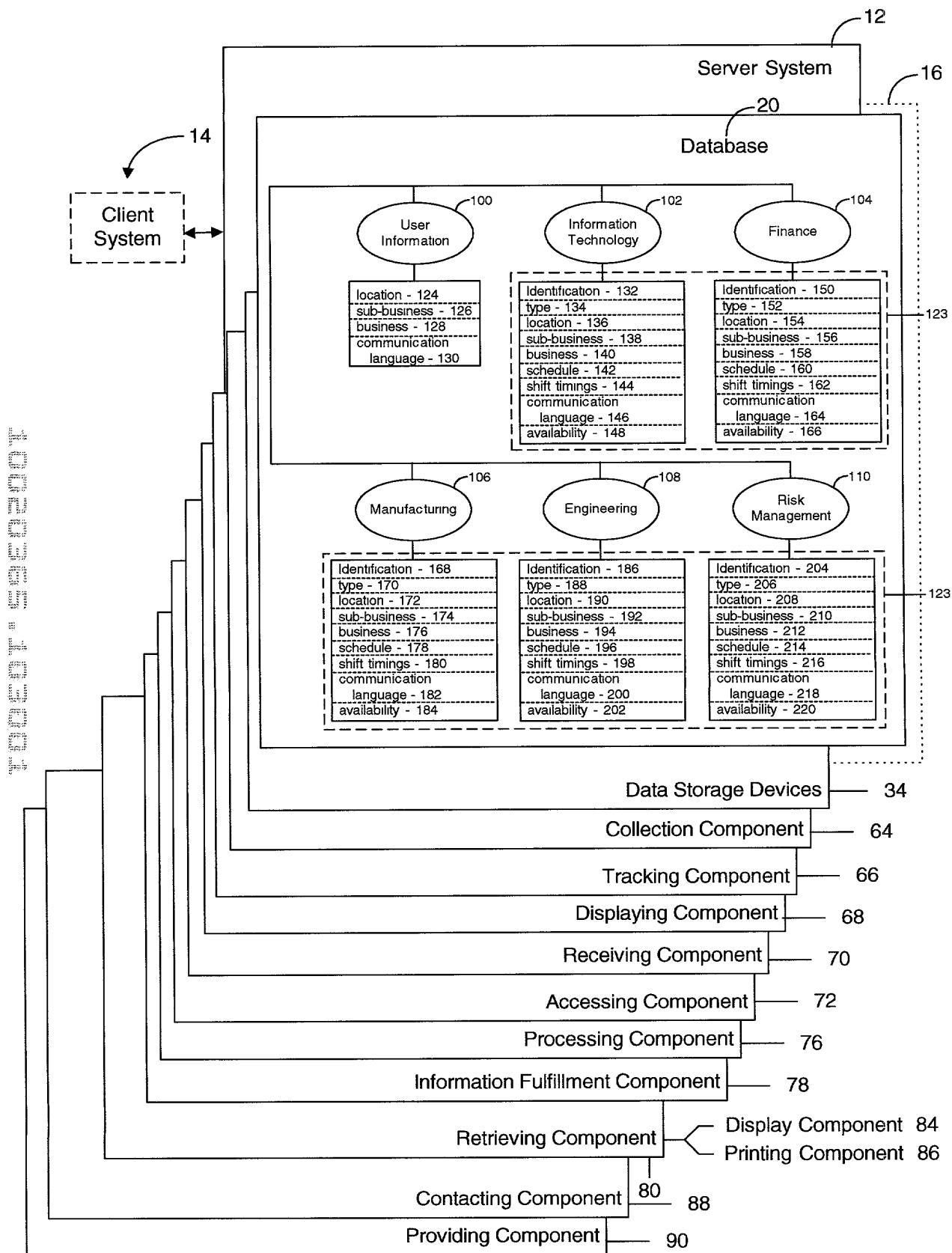


FIGURE 3A

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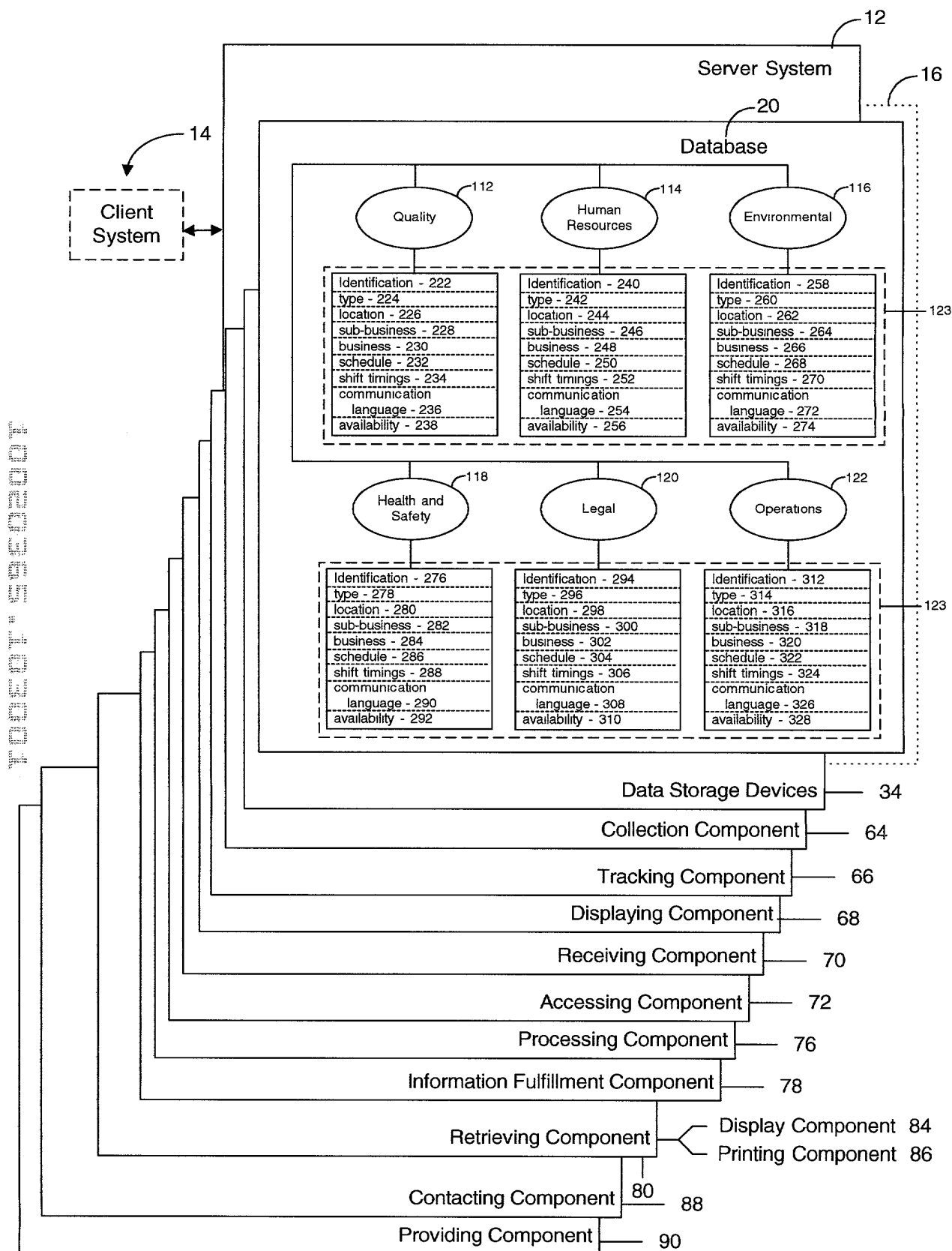


FIGURE 3B

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400

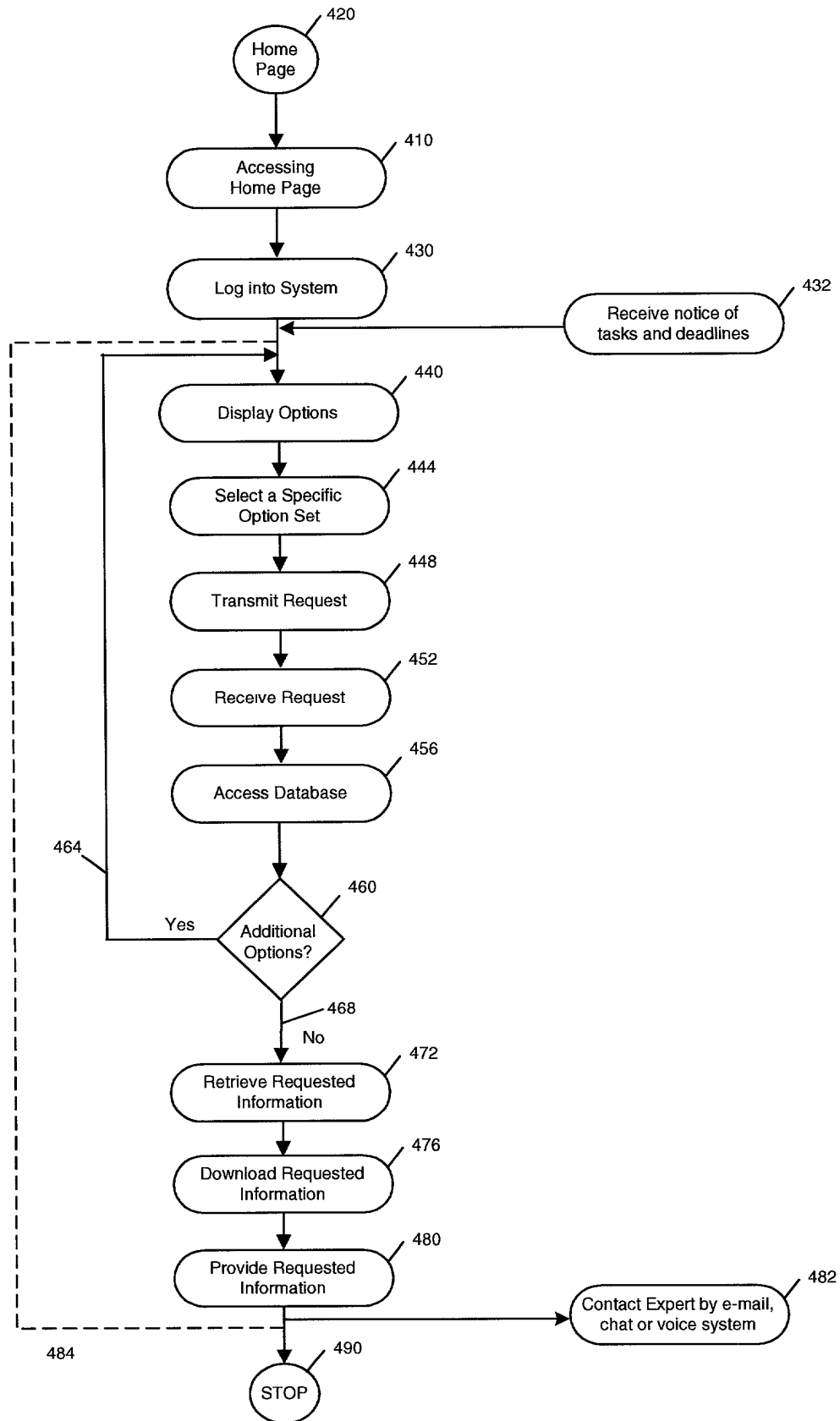
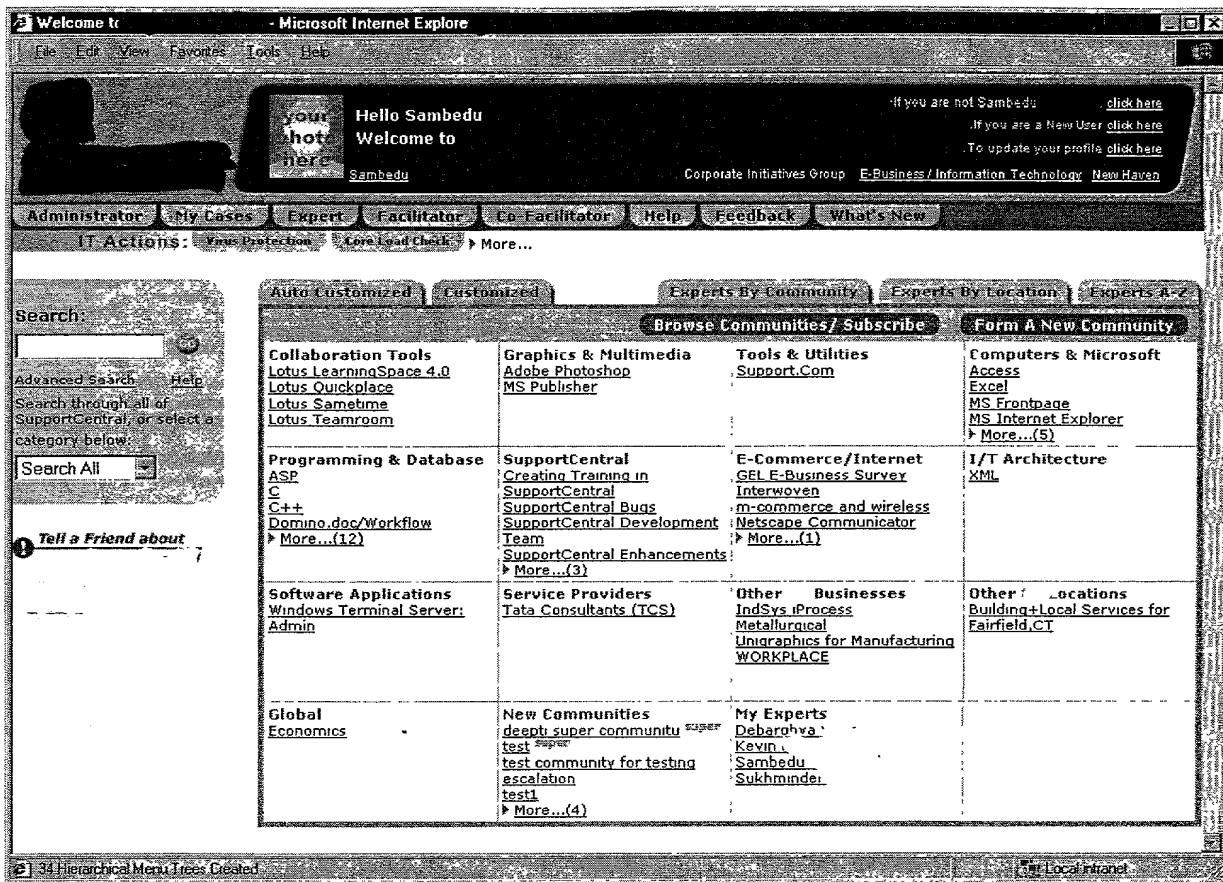


FIGURE 4



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500

FIG. 5


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 Jon Global Initiatives Provide Feedback View Feedback(117) Full Time Expert	 Atul Access, ASP, HTML, Visual Foxpro, MS SQL Server, Word, PPT, VB. Provide Feedback View Feedback(2) Volunteer Expert
Email me: <input type="checkbox"/>	Email me: <input type="checkbox"/>
Select as Favourite	Select as Favourite

700

702

FIG. 6.

 Name Business Sub Business Function Expertise Location Phone Dial Comm Email Preferred Language	Atul Capital Services Process E-Business / Information Technology Access, ASP HTML, Visual Foxpro, MS SQL Server, Word, PPT, VB Hi-Tech City, Madhapur, Hyderabad India 91-040 742 atul @ English
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

730

732

742

738

736

734

744

740

FIG. 7

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Expert Schedule - Microsoft Internet Explorer

Expert Availability/Scheduling

784 786 788

To view your schedule:

Community: Any Community

Mode: Any Mode

To edit your schedule:

	Email	Cell	Phone
Creating Training in SupportCentral	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Lotus Notes R6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Network Engineers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New Haven People's Community	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SupportCentral Bugs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
SupportCentral Development Team	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
SupportCentral Enhancements	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A
Sybase	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

October 2001

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 <input checked="" type="checkbox"/>	2 <input checked="" type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input checked="" type="checkbox"/>
7 <input checked="" type="checkbox"/>	8 <input checked="" type="checkbox"/>	9 <input checked="" type="checkbox"/>	10 <input checked="" type="checkbox"/>	11 <input type="checkbox"/>	12 <input type="checkbox"/>	13 <input checked="" type="checkbox"/>
14 <input checked="" type="checkbox"/>	15 <input checked="" type="checkbox"/>	16 <input checked="" type="checkbox"/>	17 <input checked="" type="checkbox"/>	18 <input type="checkbox"/>	19 <input type="checkbox"/>	20 <input checked="" type="checkbox"/>
21 <input checked="" type="checkbox"/>	22 <input checked="" type="checkbox"/>	23 <input type="checkbox"/>	24 <input checked="" type="checkbox"/>	25 <input type="checkbox"/>	26 <input type="checkbox"/>	27 <input checked="" type="checkbox"/>
28 <input checked="" type="checkbox"/>	29 <input checked="" type="checkbox"/>	30 <input checked="" type="checkbox"/>	31 <input checked="" type="checkbox"/>			

782

submit close window reset

FIG. 8

Experts' Shifts - Microsoft Internet E...

Your Current Shift: From 09:30 AM to 6:00 PM

Select a New Shift:

Start Time: 09:00 AM End Time: 06:30 AM

Submit

FIG. 9

FIG. 8

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852

Expert Pr. fil: Microsoft Internet Explorer provided.

photo not available

Name - 854
Business - 860
Sub Business - 858
Function - 866
Expertise - 868
Location - 856

Atul
Capital
Services
iProcess
E-Business / Information Technology
Access, ASP, HTML, Visual Foxpro, MS SQL Server, Word, PPT, VB
Hi-Tech City, Madhapur, Hyderabad

91 040
742
atul
@ns.com
English

864 Phone
864 Dial Comm
864 Email

862 Preferred Language

Expert In: ASP, Access, Excel, HTML, Java, Javascript, MS Internet Explorer, MS Outlook, Powerpoint, SQL Server, SupportCentral Experts, SupportCentral Overview & Help, Visio, Visual Basic, Visual Basic for Applications, Visual FoxPro, Windows 95/98/2000/NT, Word

870

Monthly Availability

October 2001

Su	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

872

Favorite Links & Documents:

Displaying 1.5 of 13 documents.

- ASP Vs DHTML
- ASP - Database Communication
- ASP - Some FAQ
- CDONTS - An Overview
- ASP - Sample Codes

more(8) ...

878

Cases Solved by Expert

- View Previous Cases
- View Previous Feedback
- Home Page

874

Feed back of expert from other users

876

Currently Available in	Email	Chat	Phone
ASP	Email	Chat	Phone
Access	Email	Chat	Phone
Excel	Email	Chat	
HTML	Email	Chat	
Javascript	Email	Chat	
MS Internet Explorer	Email	Chat	
MS Outlook	Email	Chat	
Powerpoint	Email	Chat	
SQL Server	Email		
SupportCentral Experts	Email		

882

884

886

880

850

FIG. 10

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900

Email - GE Support Central - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Links TeamSite MySP Staging 311 Google Search Web

photo not available Hello Sambedu Welcome to Sambedu Corporate Initiatives Group E-Business / Information Technology New Haven

E-Business and Information Technology > Support Central > Support Central Bugs

Home

E-mail Station more experts

<p>photo not available -904</p> <p>Mani Ellen -906</p> <p>910 Data Processing -914</p> <p>912 Full Time Expert -908</p>	<p>photo not available -904</p> <p>Jayaram -906</p> <p>910 Research on Web Applications -914</p> <p>912 Volunteer Expert -908</p>	<p>photo not available -904</p> <p>Deepa -906</p> <p>910 SupportCentral Facilitator Module Asp, Javascript, Lotus Notes Bio-Data -914</p> <p>912 Volunteer Expert -908</p>	<p>photo not available -904</p> <p>Malini -906</p> <p>910 Expert in Web skills, ASP and Java Script Bio-Data -914</p> <p>912 Volunteer Expert -908</p>	<p>photo not available -904</p> <p>Faiz -906</p> <p>910 Support Central Search Engine Bio-Data -914</p> <p>912 Volunteer Expert -908</p>
-------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------

☐ Email me: ☐ Select as Favourite

Case Details 916 912

From: [redacted]

Enable audit trail: ☐ (Note: Disallow any edit or delete of case details)

Restrict case access: ☐

Solve by date: [redacted] Calendar (Note: Date before which the case has to be closed. Press "Calendar" button to choose a date.)

Severity: ☐ High ☐ Medium ☐ Low

Persons affected: ☐ Many ☐ Few ☐ Me

Local intranet

FIG. 11

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1000

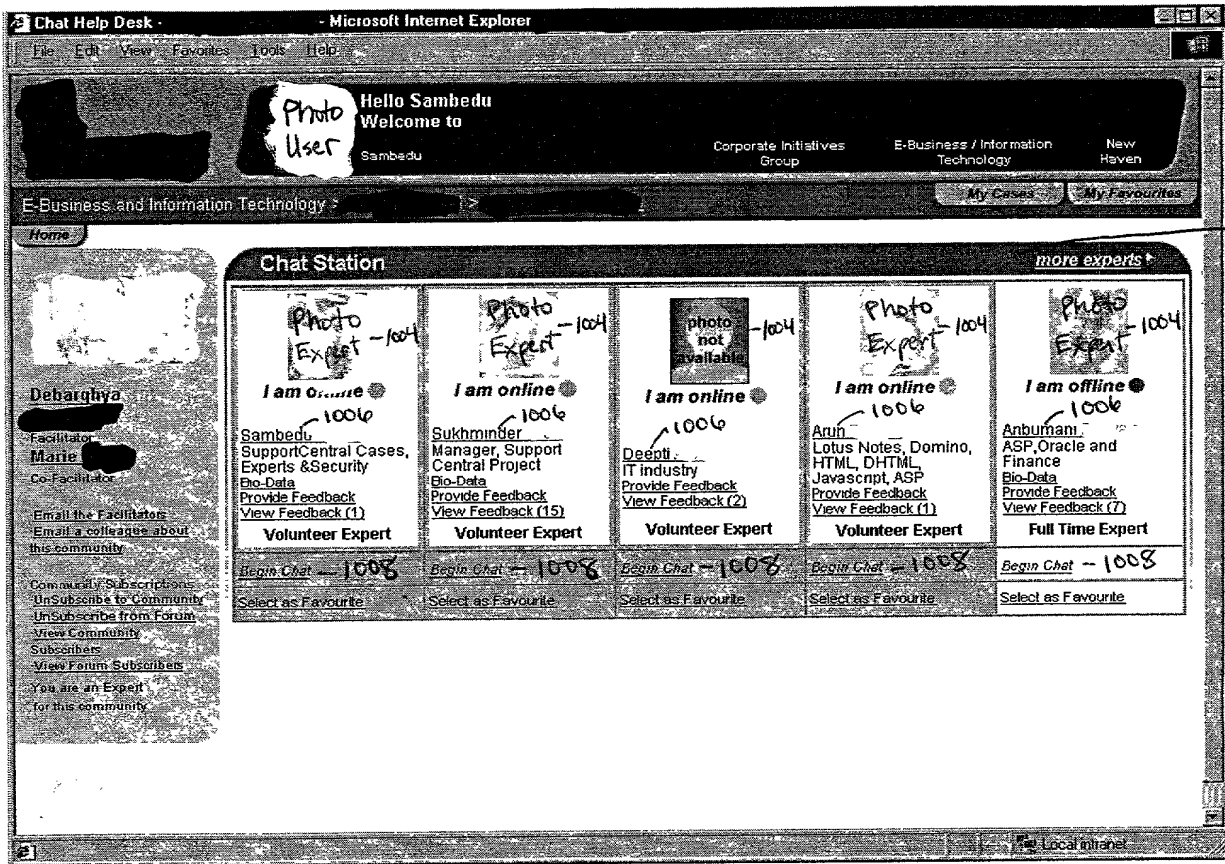


FIG. 12

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FIG. 13

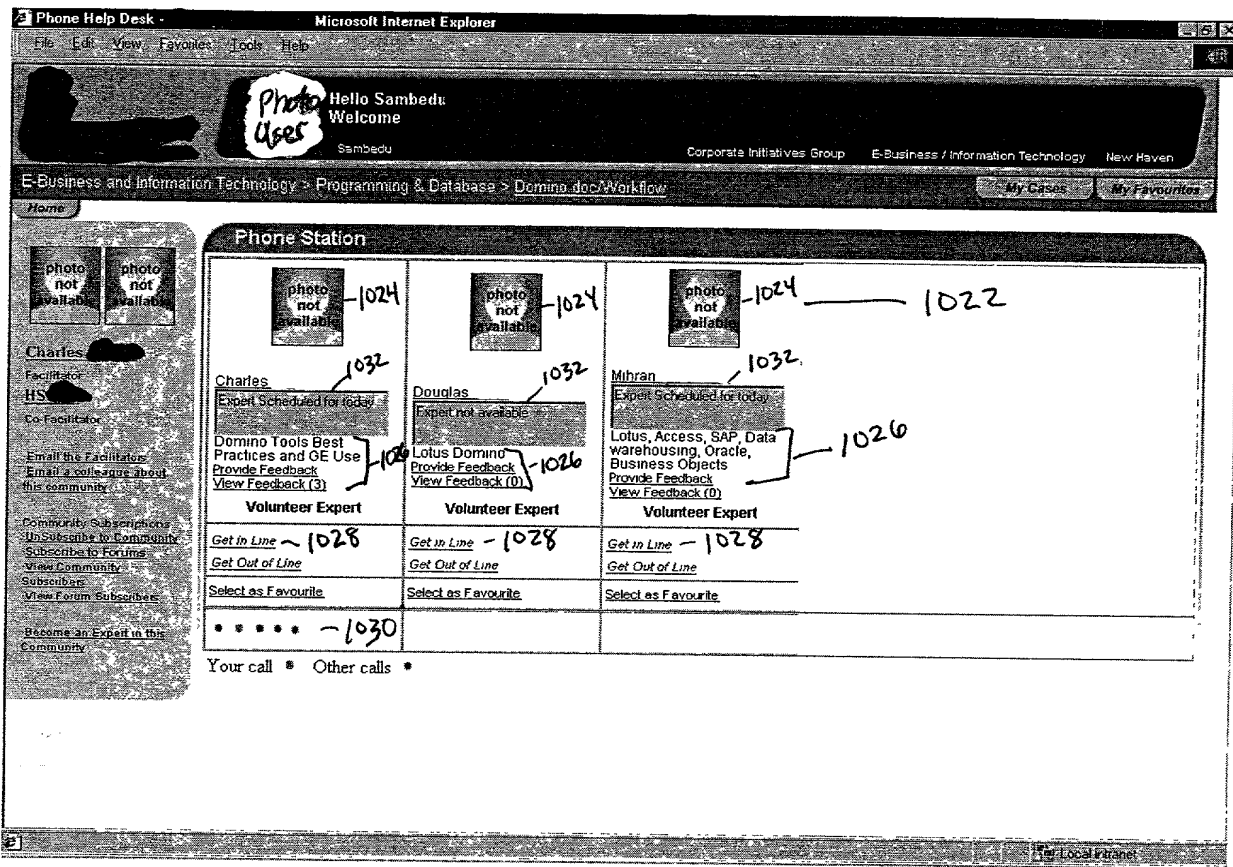


FIG. 13

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1100

FIG. 14

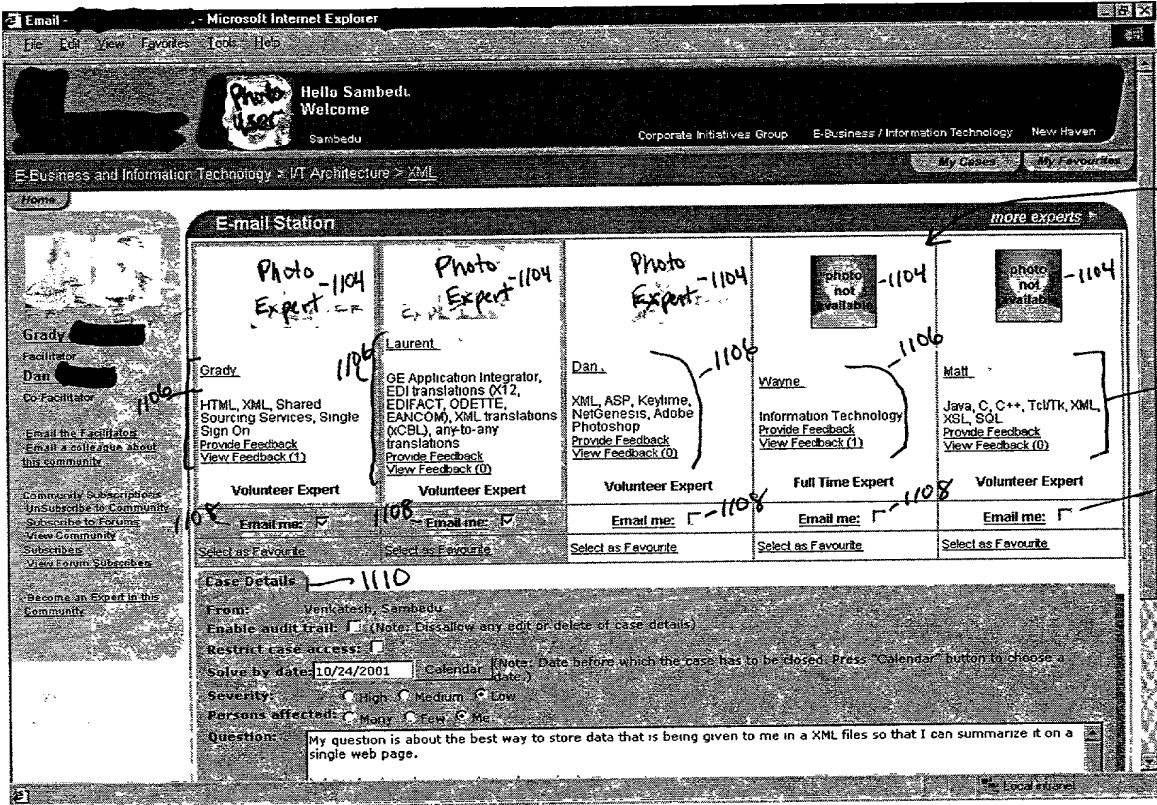


FIG. 14

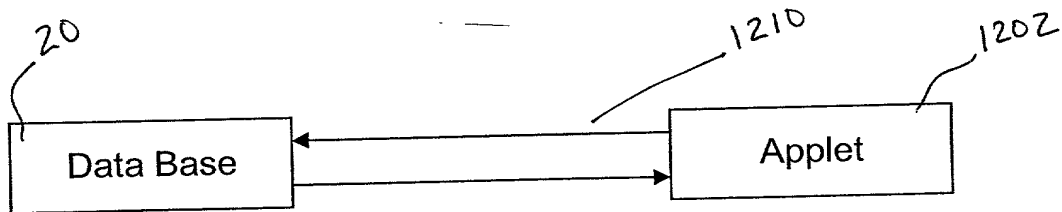
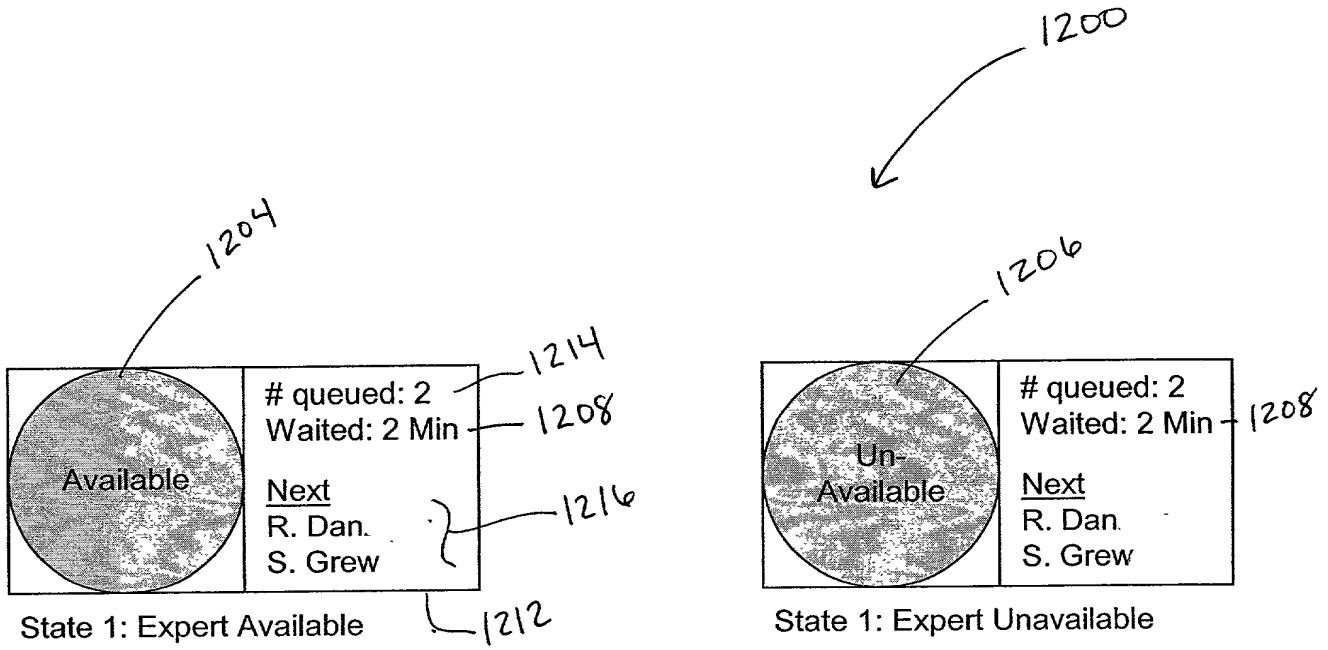


FIG. 15